

Third Party Administrator – Performance Report January 2013

Agenda Item 8.c.
02/20/13 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	94.2%	34,438 of 36,564 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	36,564 of 36,564 total claims
Financial accuracy of claims paid.	99%	99.3%	\$28,285,029.88 of \$28,488,266.95 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.5%	2,168 of 2,178 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	2,175 of 2,178 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	14 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	9 appeals, 1 complaint
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	87.7%	7,554 of 8,614 calls answered in 30 seconds; avg. of 20 seconds
Subscriber issues resolved within the same business day.	90%	96%	5,139 of 5,355 issue calls
Maximum call abandonment rate.	5%	1.9%	160 of 8,614 calls
Maximum line busy rate.	3%	0%	0 busy out of 9,002 calls
Voicemails answered within two business days.	90%	100%	32 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	100%	1 complaint

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	86.7%	6,779 of 7,819 calls answered in 30 seconds; avg. of 21 seconds
Provider issues resolved within the same business day.	90%	97.3%	9,732 of 9,998 issue calls
Maximum call abandonment rate.	5%	0.9%	67 of 7,819 calls
Maximum line busy rate.	3%	0%	0 of 7,892 calls
Voicemails answered within two business days.	90%	100%	26 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	41 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,055 of 1,055 ID cards; average of 1.16 days
ID card accuracy.	100%	100%	1,055 of 1,055 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,055 of 1,055 packets; average of 1.16 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	3 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests